GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3010
ANSWERED ON:07.12.2000
INVESTIGATION AGAINST INDIAN AIRLINES AND AIR INDIA
P.D. ELANGOVAN

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government have ordered for any probe in light of frequent disorders taking place in Indian Airlines and Air India in India, particularly at the Chennai Airport;

(b) if so, the details thereof;

(c) the corrective steps taken to improve the standard of the deteriorating services in airlines in India.

(d) the details of various lapses and mismanagement in various Indian airports;

(e) whether the Government have received any memorandum requesting for an investigation with regard to the reasons for the frequent delay in flights and the poor airport floor mangement in India; and

(f) if so, the details of the action being taken in this regard?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a),(b),(c) & (d): No Sir. There were no frequent disorders taking place in any of the National Airlines in India particularlyat Chennai Airport. Processes & Procedures exist to take care of such situations which are continuosly evaluated & reviewed. The performance & quality of service provided by the Airlines is continuosly monitered at several levels. Whenever delay occurs, every effort is made to minimize the inconvenience & hardship to passengers.
(e): No Sir.
(f): Does not arise.